IGAP in Action

Working Through the In-Box

Part III

Complainants Are Waiting

Assistance Part 3

- **Two ladies just walked in with kids in tow, and they do <u>not</u> look happy!!!**
- **What should we do?**
  - **Execute an about face and depart the AO**
  - **Pretend you entered the wrong room**
  - **Pass them off to another IG in the office**
  - **Escort them to separate rooms and begin the interview process**

Mrs. Virginia Jones

Walk-In

Assistance Part 3

STEP 1: Receive the IGAR

- ***Hello, Mrs. Jones, I'm MAJ Britton. How may I help you?***
- **My husband, who is stationed here, walked out on me and the kids a month ago today, and he is not supporting us. We live in an apartment off-post. I work at Burger King and make barely enough to pay the rent.**

  [You are prepared and have paper and crayons to keep the kids occupied.]

Assistance Part 3

Receive the IGAR (cont'd)

- ***What do you want the IG to do for you?***
- **I need your help in getting him to pay me something. He should not be allowed to do this to us.**

- ***What is your husband's name, rank, SSN, and unit?***
- **His name is SFC Ricky Jones and his SSN is 987-65-4321. He's assigned to C Battery, 4-60 Field Artillery.**

Still Receiving the IGAR

Assistance Part 3

- ***Have you requested assistance from anyone else? The commander?***
- **I do not know who else I can go to.**

- ***Are your basic needs taken care of? Do you have a place to stay and food to eat?***
- **This is not an emergency yet. But the cable bill is due, and I can't pay it.**

Still Receiving the IGAR

Assistance Part 3

- ***Let me get your contact information. Complete this DA Form 1559, and I'll help you get your request to the commander for appropriate action and a direct response back to you.***
- **Thank you.**

Assistance Part 3

STEP 2: IG PA

- **Issue:** Request assistance to get support
- **IG Appropriate?**
- **Open case in IGARS Database:** No
- **Acknowledge Receipt:** Third week during EPEs
- **Course of action:** In person (Step 1)
- **Action:** Referral

Assistance Part 3

STEP 3: Initiate Referrals & Make Notifications

- **Referral?**
  - **To SFC Jones's company commander -- Family support is a commander's issue**
  - **Keep our <u>case open to monitor</u> (AR 20-1, para 4-7a)**
  - **Suspense within 14 days from now; if company commander doesn't respond, get the battalion commander involved**
- **Notifications?**
  - **None -- not an allegation**

STEP 4: IG Fact Finding

- **We provided assistance by notifying the company commander, who is completing his / her requirements IAW AR 608-99. We will wait for a copy of his / her written response within 14 days to the complainant, Mrs. Jones.**

STEP 5: Notification of Results

- **SFC Jones's company commander faxed us a copy of his letter to Mrs. Jones. It included:**
  - **Money order for this month's Basic Allowance for Housing (BAH)**
  - **Statement that SFC Jones started an allotment effective this End Of Month (EOM) for the amount of his BAH**

STEP 6: Follow-Up

- **Follow-up at EOM to see if Mrs. Jones received money. *(Ensure issues were thoroughly addressed and all IG responsibilities were fulfilled.)***

➢ **Remember, an allotment can be stopped as easily as it was started**

STEP 7: Close the IGAR

Assistance Part 3

1. **Provide Mrs. Jones a final reply**
2. **Close the file in the IGARS database**
   - **Function code ZD5 - Nonsupport of family**
   - **Agency / Command Code OTR - Fort Von Steuben**
   - **Determination Code A - Assistance**
   - **Case Notes**
   - **Synopsis**
3. **Make appropriate reports**
4. **Analyze for developing trends / systemic issues**

Anonymous

Call-In

STEP 1: Receive the IGAR

Assistance Part 3

- ***FVS IG Office. This is MAJ Britton. How may I help you?***
- **I want to report fraud, waste, and abuse. The golf course people are draining the pond supposedly to clear the drain. But they're really doing it to retrieve the golf balls so they can sell them in the clubhouse. I bet it costs more to drain the pond than they profit from selling crappy, soggy balls.**

Assistance Part 3

STEP 1: Receive the IGAR (cont'd)

- ***Who's this, please?***
  I'm not giving you my name.

- ***What do you want the IG to do for you?***
  I report this every year, and they continue to do it. Just do your freaking job. I'll be watching.

- ***We'll certainly look into it. Any other inform…?***

. . .CLICK!!!

Assistance Part 3

STEP 2: IG PA

- **Issue:** Complaint about MWR activity
- **IG Appropriate?** Yes
- **Open case in IGARS Database:** Third week during EPEs
- **Acknowledge receipt:** Not applicable
- **Course of action:** -- anonymous

Assistance Part 3

STEP 3: Initiate Referrals and Make Notifications

- **Referral?**
  - **Not this time**
- **Notifications?**
  - **None -- Assistance Inquiry, not Investigation or Investigative Inquiry**

STEP 4: IG Fact-Finding

Assistance Part 3

- **Call the golf course manager.**

- ***This is MAJ Britton from the FVS IG Office. I see you're draining the pond by the 8th hole.***
- **This is annual preventative maintenance. We must clear the drain so that the pond doesn't overflow onto the roadway during flash floods. This is a facilities engineer concern since the road is along the post main entrance.**

STEP 4: IG Fact-Finding

Assistance Part 3

- ***You must recover a lot of golf balls, most of them mine. Ha Ha. What do you do with them?***
- **Well, since we're MWR, we have to make a profit in order to pay our staff and stay in business. We sell the used balls in the clubhouse for a nominal fee. Every little bit helps.**
- ***Thank you for your time.***

- **A phone call to the facilities engineer verified this information.**

Assistance Part 3

STEP 5: Make Notifications of Results

- **None - anonymous**

STEP 6: Follow-Up

- **Can't follow-up with anonymous complainant. (Review your case to *ensure that all issues were addressed and that all IG responsibilities were fulfilled* prior to closing the case.)**
- **Suggest Public Affairs Office (PAO) put article in post newspaper about golf course annual maintenance and MWR system.**

Assistance Part 3

STEP 7: Close the IGAR

1. **Final reply: None -- anonymous**
2. **Close the file in the IGARS database**
   - **Function code QP – Issues regarding MWR programs and facilities**
   - **Agency / Command Code OTR - Fort Von Steuben**
   - **Determination Code A - Assistance**
   - **Case Notes**
   - **Synopsis**
3. **Make appropriate reports**
4. **Analyze for developing trends / systemic issues**

LTC Mustang

Call-In

STEP 1: Receive the IGAR

Assistance Part 3

- ***Hello, LTC Mustang. I'm MAJ Britton. How may I help you, sir?***
- **MAJ Britton, I was an IG at Fort Von Steuben from Jun 20XX thru May 20XX. I was told that my Meritorious Service Medal (MSM) was approved as an end-of-tour award and it would be mailed to my next duty station. But I have not received it. My current duty address is 5500 21st Street, Fort Belvoir, VA 22060, and my duty phone is DSN 655-3330.**

STEP 1: Receive the IGAR (cont'd.)

- ***What do you want the IG to do for you?***
- **Can you help me track down my award?**

- ***Who else have you asked to help you?***
- **No one.**

- ***I'll look into it, sir.***
- **Thank you.**

Assistance Part 3

STEP 2: IG PA

- **Issue:** Soldier wants end-of-tour award
- **IG Appropriate?** Yes
- **Open case in IGARS Database:** Third week during EPEs
- **Acknowledge receipt:** In person (Step 1)
- **Course of action:**

Assistance Part 3

STEP 3: Initiate Referrals & Make Notifications

- **Referrals?**
  - **None**
- **Notifications?**
  - **None -- Assistance Inquiry**

STEP 4: IG Fact-Finding

Assistance Part 3

- **Contact G-1:**
  - **G-1 has a copy of the orders awarding a Meritorious Service Medal (MSM) to LTC Mustang**
  - **Original certificate has been forwarded to 5500 21st Street, Fort Belvoir, VA 22060 on September 25, 20XX**
- **The next day, the G-1 calls back:**
  - **Checked with the gaining unit where he mailed the end-of-tour award**
  - **The unit's personnel NCO, SFC Durango, had it in his possession**
  - **Award should be presented tomorrow morning**

STEP 5: Make Notifications of Results

- **As we hang up the phone, SFC Durango called to inform you that he just spoke with LTC Mustang and informed him that the commander will make the presentation of his award tomorrow morning.**

STEP 6: Follow-Up

- **You call LTC Mustang two days later to see if he had received his award.**

  (Ensure issues were thoroughly addressed and all IG responsibilities were fulfilled.)

Assistance Part 3

STEP 7: Close the IGAR

1. **Provide LTC Mustang a final response**
2. **Close the file in IGARS database**
   - **Function code NM Award and Decorations**
   - **Agency / Command Code OTR - Fort Von Steuben**
   - **Determination Code A - Assistance**
   - **Case Notes**
   - **Synopsis**
3. **Make appropriate reports**
4. **Analyze for developing trends / systemic issues**

Remember

- **Not all cases will be this simple and easy to resolve**
- **Don’t promise anything except to look into the matter**
- **Fair and impartial fact-finder**

Quiz Preparation

Assistance Part 3

For a nominal fee,

I provide all the answers to t

Assistance Quiz on Day 7

(major credit cards accepted).

For details go to:

www.you-can-be-an-IG-2.com

Questions?

Homework Review

Safety Brief